

**EXHIBIT A**

**Pre-Filed Testimony**

**STATE OF ILLINOIS  
ILLINOIS COMMERCE COMMISSION**

<b>Application for Certificate of Resold</b>	<b>:</b>	
<b>Interexchange Authority</b>	<b>:</b>	<b>Case No. _____</b>
	<b>:</b>	
	<b>:</b>	
<b>Application for Certificate of Prepaid</b>	<b>:</b>	<b>Case No. _____</b>
<b>Calling Service Provider Authority</b>	<b>:</b>	

**PRE-FILED TESTIMONY OF TONY BLOOM  
ON BEHALF OF  
iBasis Retail, Inc.**

**April 1, 2007**

1 **Q. PLEASE STATE YOUR NAME, CURRENT POSITION, AND BUSINESS**  
2 **ADDRESS.**

3 **A.** My name is Tony Bloom. I am the Vice President, Retail Prepaid  
4 Services, iBasis, Inc. ("iBasis"), the parent company of iBasis Retail, Inc. ("iBasis  
5 Retail"). My business address is 20 Second Ave, Burlington, MA 01803.

6 **Q. CAN YOU BRIEFLY DESCRIBE YOUR CURRENT POSITION AND**  
7 **BACKGROUND IN TELECOMMUNICATIONS?**

8 **A.** In my current position I oversee the iBasis Retail prepaid products  
9 organization where I direct the sales, marketing and production business units.  
10 Prior to this position I was the executive director for Verizon's Business Solution  
11 Group channel program where I was responsible for the MCI channel partner sales  
12 for the United States. I have also held the position of director in various key senior  
13 -level enterprise management roles in both MCI's Commercial Accounts and  
14 MCI-Worldcom's Major Accounts divisions.

15 **Q. HAVE YOU READ AND ARE YOU FAMILIAR WITH THE**  
16 **APPLICATIONS BEING FILED BY IBASIS RETAIL?**

17 **A.** I have read them and I am familiar with the information provided in the  
18 applications.

19 **Q. AT THE TIME OF FILING, IS THE INFORMATION CONTAINED IN**  
20 **THE APPLICATIONS TRUE AND CORRECT TO THE BEST OF YOUR**  
21 **KNOWLEDGE?**

22 **A.** It is.

1    **Q.    WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

2    **A.**            I am providing this testimony in support of iBasis Retail's Application for  
3            Interexchange Authority and Application for Certificate of Prepaid Calling  
4            Service Provider Authority (collectively, "Applications"). iBasis Retail relies on  
5            virtually the same information to support both of its Applications. Accordingly  
6            iBasis Retail requests that the two Applications be consolidated into one hearing.  
7            This will prevent unnecessary and duplicative hearings, conserve Commission  
8            resources, and expedite review of the Applications.

9    **Q.    PLEASE PROVIDE BACKGROUND INFORMATION ON IBASIS**  
10   **RETAIL.**

11   **A.**            iBasis Retail, a Delaware corporation, is a wholly-owned subsidiary of  
12            iBasis, a publicly traded corporation with headquarters at 20 Second Avenue,  
13            Burlington, MA 01803. The address and telephone number of iBasis Retail is:

14                    iBasis Retail, Inc.  
15                    20 Second Avenue  
16                    Burlington, MA 01803  
17                    781-505-7500 (telephone)

18   **Q.    IS IBASIS RETAIL AUTHORIZED TO CONDUCT BUSINESS IN THE**  
19   **STATE OF ILLINOIS?**

20   **A.**            Yes, iBasis Retail has registered with the Illinois Secretary of State as a  
21            foreign corporation.

22   **Q.    WILL IBASIS RETAIL OPERATE UNDER ANY FICTIOUS NAMES IN**

1           **ILLINOIS?**

2       **A.**           Yes, iBasis Retail intends to operate under the name of iBasis Retail and  
3           the fictitious name of iBasis.

4       **Q.       PLEASE DESCRIBE APPLICANT'S MANAGERIAL AND TECHNICAL**  
5           **QUALIFICATIONS TO PROVIDE SERVICE IN ILLINOIS.**

6       **A.**           iBasis Retail is well-qualified to provide telecommunications services in  
7           Illinois. iBasis Retail will utilize a significant number of the same employees and  
8           the same assets that its parent company, iBasis, currently uses, and will therefore  
9           be well-positioned to provide quality telecommunications services. iBasis Retail  
10          will respond to complaints and regulatory matters in an efficient manner and has a  
11          quality assurance manager to monitor iBasis Retail's response to customer  
12          inquiries or complaints. The biographies of the persons responsible for the day-  
13          to-day operations of iBasis Retail attached to the Applications further demonstrate  
14          iBasis Retail's managerial and technical qualifications to provide  
15          telecommunications service. In addition, iBasis, the parent company of iBasis  
16          Retail, satisfies the necessary financial requirements as demonstrated by its  
17          financial statements attached to the Applications.

18      **Q.       PLEASE PROVIDE A GENERAL DESCRIPTION OF THE SERVICES**  
19          **THAT IBASIS RETAIL WILL OFFER AND HOW IT WILL ENHANCE**  
20          **COMPETITION.**

21      **A.**           iBasis Retail will offer interexchange services as part of its international  
22          prepaid calling card offerings to residents of Illinois. Additional interexchange

offerings may be offered in the future. As a result, iBasis Retail will provide consumers a competitive alternative for long distance calling.

**Q. COULD YOU BRIEFLY DESCRIBE THE INTERNAL PROCESS FOR COMPLAINT RESOLUTION AND ESCALATION WITHIN YOUR COMPANY?**

**A.** iBasis Retail's customer service center handles both service and billing complaints. We have a Quality Assurance Supervisor responsible for ensuring that all customer complaints are closed in a timely manner. The Quality Assurance Supervisor also has responsibility for handling any complaints received by the Commission. iBasis Retail has trained customer service representatives that are available to respond to customer telephone inquiries weekdays (Monday-Friday) from 9:00 AM - 9:00 PM, eastern time, and weekends (Saturday-Sunday) from 10:00 AM - 7:00 PM, eastern time; inquiries made after the hours listed above will reach a voice message informing the consumer of our service hours and asking them to call the following day to speak to a Customer Service Representative or, alternatively, allows the customer to leave a message that will be returned the following business day. Responses to written inquiries are answered within ten (10) business days.

**Q. DOES IBASIS SEEK ANY WAIVERS?**

**A.** Yes. iBasis Retail seeks a waiver of 83 Ill. Admin. Code Part 250 to maintain its books and records outside the State of Illinois. iBasis Retail maintains its books and records at its principal place of business located at 20

1           Second Avenue, Burlington, MA 01803.

2                   iBasis Retail seeks a waiver of Parts 710 and 735 generally to the extent  
3           that such a waiver is routinely granted by the Commission for Applicants seeking  
4           interexchange and prepaid calling card provider authority in Illinois.

5   **Q.     DOES THIS CONCLUDE YOUR TESTIMONY?**

6   **A.**Yes.